

POPGUNS: Prioritization Of Patients: a Guide to Urgency for Non-clinical Staff



Do you have an urgent problem?

No

The next available appt is Is this ok?

YES / UNSURE

NO

Name /DOB of the patient?
 Nature of the problem?
 How long has it been happening?
 How severe is it?
 Previous **major health problems**?

Select a category below

A

Chest pain

Difficulty breathing

Altered level of consciousness

Fitting

Uncontrollable bleeding

Spinal injury

B

Head injury

Severe allergic reaction

Persistent or heavy bleeding

Major burns

Major injuries

Bites if unwell

C

Extreme psychological distress or patient in danger

Poisoning
 Heart palpitations
 Eye injuries

Acute neurological changes including behavioural changes

Child with lethargy

D

Severe pain or other 'severe' symptom

Pregnancy:
 - pain or bleeding
 - ruptured membranes
 - reduced movement

Abuse or assault

Visual disturbance

Patient with extreme concern

E

Unwell child with persistent
 - fever
 - vomiting
 - diarrhoea
 - other symptoms

Acute rash

Dehydration risk

Bleeding

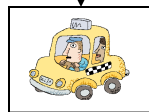
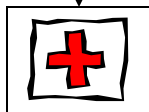
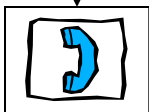
Eye infections

F

Adult with persistent fever, but otherwise well

Post-op problems

Ear infections



24h

'Call 000'

Inform GP
 If relevant:
 Retrieve pt file
 Inform ED
 Provide info to ED
Document

'Go to casualty'

Inform GP
 If relevant:
 Retrieve pt file
 Inform ED
 Provide info to ED
Document

Interrupt GP (or Nurse)

Inform GP
 Retrieve pt file
Document

Discuss with GP or Nurse as soon as available

Inform GP
 Retrieve pt file
Document

'Come to the surgery now'

Inform GP
 Tell patient to call back if gets worse
 Retrieve pt file
Document

Make an appointment within 24 hours

Inform GP
 Tell patient to call back if gets worse
Document